

# **CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)**

1. **TITLE:** (H1) Database Management and IT Support for Langley Navigation Center

**TA No:** 288

**Task Area Monitor:**

**Alternate Task Area Monitor:**

**NASA POC:**

None

**Software Control Class:**

Low Control

**Type of Task:**

Recurring Task

## **2. BACKGROUND**

In meetings and design workshops, diverse groups of people are brought together to contribute their knowledge, learn, and collectively design innovative solutions to problems. Facilitators, instructors, and meeting participants use a variety of tools to teach and elicit information from participants, and to collect, organize group input, and document proceedings. In the Navigation Center, multiple meeting rooms can be equipped with write walls, video cameras, audio visual equipment, computers, simulations, and games to stimulate discussion and record activities. The information exchanged and collected during meetings provides LaRC with an independent set of inputs regarding future research, business opportunities, proposal development, and strategic planning.

Continual improvements in technologies, methods, and environment are needed to provide the best support to meeting and workshop participants. Pilot projects are therefore undertaken periodically within the Navigation Center to introduce and test the efficacy of new technologies, processes, and environment to improve individual, group and organization communication, creativity, and effectiveness.

## **3. OBJECTIVE**

This task is to provide administrative support, including knowledge base management, and information technology, digital multi-media, computer, and audio visual equipment support to the Navigation Center. The Navigation Center is a learning laboratory and center-wide resource that is hosted by the Advanced Planning and Partnership Office (APPO) of LaRC. Within this learning laboratory, meetings and design workshops are held for the purpose of stimulating ideas leading to new strategies, projects, processes, or solutions to technical or organization issues. In addition, training on new tools and methods is provided to increase individual, group, and organization capacity to communicate, innovate, and problem solve more effectively.

## **4. GENERAL IT SUPPORT SERVICES**

None required.

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

Work Area Title: Administrative and Knowledge Base Management Support

LaRC Manager:

Work Area Description: Administrative and Knowledge Base Management Support

Work Area Requirements:

- a. Provide complete administrative and knowledge base management support to the Navigation Center. A minimum of a bachelor's degree in business administration, business management, knowledge management or related degree is required. Knowledge of database management is also required. Must have excellent writing skills and knowledge of and experience with standard office computer software including Microsoft Office, Powerpoint, Excel, and Adobe software.
- b. Create and maintain an archival framework for design workshops that clearly defines the purposes of the workshops, participants, all documentation acquired during the workshops, including digital photos, transcripts, and video, and final reports generated. Work with LaRC personnel to identify opportunities to leverage technologies and tools across APPO and the center for document archiving and retrieval and knowledge base management.
- c. Ensure intellectual control over archival holdings, knowing what material is available in the archives and its source.
- d. Produce/publish records in paper and electronic format. Make archival records/documents available for use by those having a need to know.
- e. Manage the acquisition and distribution of Navigation Center and APPO books, videos and other materials on innovation and leadership.
- f. Recommend pilot projects that will increase Langley capacity to collaborate, share knowledge and problem solve.
- g. Recommend new and more effective methods to acquire, document and store knowledge from design workshops and meetings or increase accessibility or exposure to books, videos, and other materials on innovation and leadership.
- h. Create and keep current a database of key Langley personnel who have knowledge and experience with group facilitation and who can assist with design workshops.
- i. Attend weekly Navigation Center Team meetings and maintain records of meetings, metrics, and actions. Supply quarterly summary reports.
- j. Must have good verbal and social skills and maintain a professional appearance. Must be a self starter, able to exercise personal creativity and innovation and work independently.

Government Furnished Items:

The Government will provide a list of target design workshop attendee names and addresses, facilities for design workshops.

Other information needed for performance of task

Performance Standard: Edited documentation available within five working days

following a meeting.

Performance Metrics:

- Exceeds: Edited documentation available before five working days following a meeting.
- Meets: Edited documentation available five working days following a meeting.
- Fails: Edited documentation available after five working days following a meeting.

Performance Standard: Customers are satisfied with the meeting support and documentation.

Performance Metrics:

- Exceeds: Customer satisfaction ratings average excellent within the evaluation period.
- Meets: Customer satisfaction ratings average good to very good within the evaluation period.
- Fails: Customer performance and satisfaction ratings average less than good within the evaluation period.

Performance Standard: Corrective actions taken within two days following the reporting of issues.

Performance Metrics:

- Exceeds: Corrective actions taken in less than two days following the reporting of issues.
- Meets: Corrective actions taken within two days following the reporting of issues.
- Fails: Corrective actions taken in greater than two days following the reporting of issues.

Work Area Title: Information technology, digital multi-media, electronics, and computer support

LaRC Manager:

Work Area Description: Information technology, digital multi-media, electronics, and computer support

Work Area Requirements:

- a. Provide complete support to the Langley Navigation Center for information technology, digital multi-media, computer laboratory, video conferencing, virtual environments, and electronics and audio systems. A minimum of a bachelor's degree in electrical and electronics engineering, computer science, computer engineering, communications engineering, or related degree is required. Knowledge of state-of-the-art and emerging technologies in multi-media communication is required.
- b. Work with LaRC personnel to design new meeting spaces, and define computer and communication methods and equipment needs. Work with LaRC personnel to identify opportunities to leverage technologies and tools across APPO and the center.
- c. Recommend in writing new electronic and computer equipment purchases required to support telepresence, virtual presence, virtual meeting spaces, audio, video conferencing, in-room display and presentation upgrades, and documentation needs. Include details such

- as manufacturers, prices, quantities, and installation design. This requires good organization, team, oral and written communication skills.
- d. Provide support to design workshops as needed, including running web-based software for meeting facilitation and video-conferencing. Work with NASA LaRC personnel to jointly determine target attendees for design workshops and electronic and digital support needs.
  - e. Provide training to LaRC personnel on how to operate new electronic equipment, software, virtual meeting environments, video conferencing, and audio visual equipment.
  - f. Recommend in writing pilot communication projects that the Navigation Center, APPO personnel and other groups at Langley can undertake to increase capacity of Langley personnel to collaborate and problem solve. Include equipment needed to support projects, cost, and schedule. Provide support to approved pilot communications and IT projects.
  - g. Provide information technology support to the Navigation Center. Arrange for network access including wifi, hardline, ViTS, and web ex. Arrange for computer, virtual meeting space, and audiovisual support. Will need to be able to support Web Ex and Facilitate pro sessions.
  - h. Produce/publish meeting and workshop records in video and multi-media electronic formats.
  - i. Maintain and update as needed the Navigation Center webpage, the ii wiki and other web pages and wikis that may be established within the APPO to facilitate communication of related activities.
  - j. Participate in weekly Navigation Center Team meetings.
  - k. Must have good verbal and social skills and maintain a professional appearance. Must be a self starter, able to exercise personal creativity and innovation and work independently.

#### Government Furnished Items:

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Other information needed for performance of task

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Performance Metrics:

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Fails: Customer performance and satisfaction ratings average less than good within the evaluation period.

## **7. Exhibit A**

None required.

## **8. SPECIAL SECURITY REQUIREMENTS**

None required.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

## **10. JOINT REVIEW SCHEDULE**

Attend Weekly Navigation Center Team meetings and maintain records of meetings, metrics, and actions.

Supply quarterly summary reports.

## **11. PERIOD OF PERFORMANCE**

This TA is effective from 07/28/08 to 04/27/09

## **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 75%      Timeliness: 25%

## **13. RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

## **14. GOVERNMENT ESTIMATED COST**

## 15. FUNDING INFORMATION

Funding last submitted on 02/10/2009.

## 16. MILESTONES

None required.

## 17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Team Meeting Notes	Weekly
2	Monthly Reports	Monthly reporting requirements due by the 10th of each month for the previous month. Reports on the following are due each month: Full Cost Report Technical Progress Letter
3	Nav Center Metrics Summary	Quarterly
4	Meeting and Design Workshop Notes and Proceedings	Within 5 days following workshop
5	Archival framework for design shop proceedings and documentation	September 30, 2008
6	Written recommendations for electronic and computer equipment purchases including cost, vendors, and delivery schedules	September 30, 2008 and March 30, 2009
7	Two short courses taught to Langley personnel on using Navigation Center software and equipment to facilitate group meetings and collaboration	TBD
8	Two pilot projects recommended to increase capacity of Langley personnel to collaborate and problem solve	TBD

## 18. FILE ATTACHMENTS

None.